

# Crew Training Guide


## for Zippin-powered stores


You are key to delivering the best possible checkout-free experience, where:

- Shoppers can move freely throughout the store and exit
- Items are in stock according to the store planograms
- Shoppers can access their digital receipts in a timely manner


### Control traffic into the store

#### SAY

 **Inform customers with a short, helpful greeting**  
Tell shoppers, "Tap or insert your card. What you take will be billed to that card. There's no checkout. When you're done, zip out."

 **A pre-authorization is held with each entry**

- Similar to hotel, a temporary hold occurs
- This checks the card has adequate funds
- The card's issuing bank releases this hold

 **Instruct groups paying together to enter together**

- Tell group, "enter together while gate is open"
- If gate closes before group enters, retap the card to let the rest in
- **NEVER** use Crew App to let a shopper in

#### DO



#### Watch and prevent store congestion

- Waiting shoppers should wait outside store
- If you see a backlog in the store [at exit, or at food counter], pause entries



#### Never allow gates to be forced open

- Shoppers enter with a valid payment method
- Once approved, the gate opens automatically
- Shoppers should **NOT** attempt to push gate open



#### Give cameras a direct view of the entrance


- **STAND OUTSIDE** store to help shoppers enter
- Avoid standing in the payment zone
- "Stand Here" decals mark ideal crew position



#### Crew must use a QR code to enter gates

### Assist Customers In-Store

#### SAY

 **Explain store tracks sales by what's picked up (or put back)**

- Don't let shoppers pass items outside their group
- *Shoppers will be billed wrong if either occurs*
- Say, "overhead cameras have AI"
- Facial recognition is **NOT USED** in any way

#### DO




#### Keep stores stocked properly

- Do not leave items on the floor
- Always stock items according to planogram
- Don't hand items to shoppers - place items in their correct spot for shoppers to pick up
- Do not let a shopper hand you an item
- If an item is out of place, put it back

### Assist at the exit

#### SAY

 **Explain how to get receipts**

- Receipts are processed **AFTER** exiting the store
- They are not processed or available immediately
- If asked, say, "After the pre-auth clears and you see your purchase on your card, visit [shop.getzippin.com](https://shop.getzippin.com) and enter last 4 of your card to get your receipt"



#### Assist with customer exits

- Remind shoppers there is no checkout, direct them to exit store quickly
- Keep shoppers from entering through the exit